

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ----- 11475973-----
Date: Monday, December 26, 2022 12:59:04 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see attached. Thank you.

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Wednesday, December 14, 2022 12:14 PM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11475973-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
 NHTSA/Office of Defects Investigation

JOE BULLARD



1151 E I65 Service Rd S
Mobile, AL 36606
Phone: (251) 478-7779

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. Mon - Fri
8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O Number
07/25/22	
R/O Close Date	Status
07/28/22	Pre-Invoice
Mileage In	Mileage Out
68972	68980
Service Advisor / Tag #	
Nedra Morales/006	
Vehicle Identification Number	
JH4KC1F56FC	
Delivery Date	In-Service Date
10/27/14	10/27/14
Color	License Number
GY	

PASCAGOULA, MS				Work Phone	
				Home Phone	
Year	Make	Model	Body		
2015	ACURA	RLX TECH	4 DOOR SEDAN		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - DIAG: VEHICLE DIAGNOSIS REQUESTED C/S: CLIENT STATES A MOANING TYPE NOISE IS HEARD FROM THE REAR END WHEN IN REVERSE. ALSO HEARS THE NOISE AND WHEN ACCELERATING SLOWLY FROM A STOP POSITION. 1.0 TO START DIAGNOSIS. QUOTED 125.00 FOR VALET SERVICE TO PICK UP AND DELIVER. Caused by Per test drive we found the power steering all wheel drive actuators needed for the vehicle, both rear. WE CONFIRMED THE NOISE HEARD FROM THE REAR. Tech: Duy Bui (482) Installed 52340-TY2-A14 :ACTUATOR, R. RTC 1@1942.48 1942.48 Installed 52345-TY2-A15 :ACTUATOR, L. RTC 1@1942.48 1942.48 Installed 90178-TY2-A01 :BOLT, RR. 2@23.60 47.20 Installed 90213-SJ6-004 :NUT (12MM) 2@5.47 10.94 Installed 90370-SJA-000 :NUT (12MM) 2@5.73 11.46 Installed 93403-08016-08 :BOLT-WASHER (8X16) 2@1.72 3.44 WE PERFORMED REPLACEMENT OF BOTH PAWS ACTUATORS, TEST DROVE VEHICLE. ALL OK AT THIS TIME. Sub Total: 4268.00	
#2 - LOANER: WE ARE SUPPLYING A LOANER VEHICLE WITH A VALUE OF \$75.00 PER-DAY AS A COURTESY FOR ALLOWING US TO Tech: DJ Adair (176)	125.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

JOE BULLARD



ACURA

1151 E 165 Service Rd S
Mobile, AL 36606
Phone: (251) 478-7779

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. Mon - Fri
8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	07/25/22	Status	Pre-Invoice
R/O Close Date	07/28/22	Mileage In	68972
Mileage Out	68980	Service Advisor / Tag #	Nedra Morales/006
Vehicle Identification Number	JH4KC1F56FC	Delivery Date	10/27/14
In-Service Date	10/27/14	Color	GY
License Number			

PASCAGOULA, MS

Year	Make	Model	Body	Color	License Number
2015	ACURA	RLX TECH	4 DOOR SEDAN	GY	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
VALET BACK TO THE CUSTOMER FOR \$125.00 Sub Total: 125.00	
#4 - MPI: MULTI POINT INSPECTION MULTI-POINT VEHICLE INSPECTION Sub Total: .00	
#5 - CW: PERFORM COURTESY WASH AND VACUUM CAR WASH SERVICE Sub Total: .00	
#6 * RAF: CLIENT STATES REPLACE ENGINE AIR FILTER. \$59.95 PLUS TAX. ADDED OPERATION Sub Total: .00	
#7 * RCF: CLIENT REQUEST REPLACEMENT OF CABIN (DUST/POLLEN) FIL TER. \$49.95 PLUS TAX. ADDED OPERATION Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	435.00
PARTS	3958.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	29.99
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	398.80
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	4821.79

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group



AR BULLARD ALUMA
151 E 165 SERVICE RD S
MABLE, AL 36546
(205) 356 6141

Bank ID: 0011
Rev/Inst ID: 0046
Term ID: 003

Phone Order

XXXXXXXXXX

VISA

Entry Method: Manual

Total: \$ 4,821.79

07/28/22

14:13:49

Inv #:

Appr Code: 028205

Apprvd: Online

Batch#:

CW2 Code: MATCH N

Retrieval Ref. #: 10100009

Enduser: COPS

THANK YOU

Case # [REDACTED]

Acura Client Relations <no-reply@ahm.acura.com>

Fri 7/29/2022 7:48 PM

To: [REDACTED]

**T [REDACTED]

My
NHTSA
Complaint #
ODI # 11475973

5:43 PM
8/4/22 Spoke to
Laquesha - she said
that she turn over
my case to case
investigators. She will
get back with me within
5 business days.

Dear [REDACTED]

Thank you for contacting Acura Client Relations. We have received your email and have created Case # [REDACTED] for your reference. We are currently experiencing higher than normal volume, but will respond as quickly as possible.

For quick answers to commonly asked questions, you can try Ask Us, our 24/7 virtual agent at [REDACTED] or visit our Knowledge Bank at [REDACTED]

We can also be reached by phone at 1-800-382-2238 Monday - Friday from 6:00AM - 5:00PM PST; please provide your case number when calling. We are closed on holidays.

Sincerely,
Acura Client Relations,
1-800-382-2238
@AcuraClientCare

For your reference, we have provided your case information below.

Case # [REDACTED]

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Zip Code: [REDACTED]

Phone: [REDACTED]

VIN: JH4KC1F56FC [REDACTED]

Vehicle Mileage: 68,972

Description: Additional Information for case # [REDACTED]

8/1/2022
Laquesha @ Honda
5-5PM
PST

1-800-999-1009

8x4-888-88014

8/18/2022

Laquesha closed
my case. She said
investigators said my
car was out of warranty.
I'm not satisfied because
this problem should be a safety
recall

We are the owners of a 2015 Acura RLX with P-AWS that we purchase brand new. Back in June 2021, I was driving on the highway, then changed lanes and my Acura unexpectedly jerked to the left and started fishtailing. At first, I thought that I had a flat tire, but after checking my tires, they were not flat. The second time it happened, I was turning right and after accelerating, it jerked to the left and fish tailed again unexpectedly. After all of this, and there were no warning lights showing on the dashboard. I was terrified and was scared to drive the car. The following week we took the car to Joe Bullard Acura in Mobile, AL for inspection, but they could not replicate the problem that I had. Therefore, I continued to drive the car very cautiously and when I made a turn, I would take it slow and let the rear wheels catch up. Later, I started researching the internet on NHTSA, Acurazine, Cars.com, etc. for Safety Recalls on this problem. I was very disappointed that there were a lot of complaints about the RLX P-AWS steering problems that many people were having. I don't understand why Acura have not issued a Safety Recall on this problem to prevent someone from getting seriously injured. I Thank God that traffic was not heavy when the fishtailing happened to me.

In addition, a few months later, I started hearing soft moaning sounds from the rear when driving at a slow speed; especially, at a roundabout intersection. So, after researching on the internet again, I found that [Service Bulletin 13-041](#) was issued for 2014RLX-all with the same problem that I was having. The Bulletin stated that the possible cause was a lack of lubrication in the P-AWS RTC actuators. Therefore, on July 2022, we sent the Acura to be inspected again at Joe Bullard Acura dealer in Mobile, AL. They confirmed the noise and diagnosed it as the RTC actuators.

With this, I would like to ask that Acura reimburse me for the amount of [\\$4821.79](#) that we had to pay for the repair. I realize that our RLX is outside the warranty period, but this service bulletin issue should be a safety recall before someone have a serious accident.

Enclosed you will find a copy of the repair bill and a receipt.

Thank you for considering our request and I look forward to hearing from you soon.

Sincerely,

[REDACTED]

[REDACTED]

<Please do not reply to this email>

Case # [REDACTED]

Acura Client Relations <no-reply@ahm.acura.com>

Mon 9/5/2022 12:51 PM

To: [REDACTED]

This is an automated response.

Dear [REDACTED]

Thank you for contacting Acura Client Relations. We have received your email and have created Case # [REDACTED] for your reference. We are currently experiencing higher than normal volume, but will respond as quickly as possible.

For quick answers to commonly asked questions, you can try Ask Us, our 24/7 virtual agent at [REDACTED] or visit our Knowledge Bank at [REDACTED]

We can also be reached by phone at 1-800-382-2238 Monday – Friday from 6:00AM – 5:00PM PST; please provide your case number when calling. We are closed on holidays.

Sincerely,
Acura Client Relations,
1-800-382-2238
@AcuraClientCare

For your reference, we have provided your case information below.

Case # [REDACTED]

First Name: [REDACTED]

Last Name: [REDACTED]

Email Address: [REDACTED]

Zip Code: [REDACTED]

Phone: [REDACTED]

VIN: JH4KC1F56FC [REDACTED]

Vehicle Mileage: 68,972

Description: I am requesting that my case # [REDACTED] be re-opened and escalated to the next highest level management team. I am very dissatisfied with the Investigator's resolution. The 2015 Acura RLX sedans should be under a Safety Recall, because of the DEFECTIVE P-AWS RTC Actuators.

It has been reported that this issue applies to year 2014 thru all years per Service Bulletin 13-041.

Regardless of the manufacture warranty, I think is so unfair that we as customers have to continue to pay out of pocket for P-AWS Actuator repairs when Honda/Acura manufacture is well AWARE of the Issues. This is a potential serious safety risk, as well as, very expensive to repair. My NHTSA complaint ID number is 11475973 attached. The vehicle was repaired on 7/28/2022.

Therefore, I am asking again that you please reimburse our cost of \$4821.79 for the cost to repair/replace the P-AWS RTC actuators. We are retirees and that cost is a big deal to us. A copy of the receipt is also included.

Sincerely,



<Please do not reply to this email>



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

26-JUL-2022

Repository ☐Reference No.
11475973

OWNER INFORMATION (Type or Print)

Name

Address

City

Pascagoula

State

MS

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JH4KC1F56FC

MAKE
ACURA2015
RLXModel
RLXModel Year
2015

Date Purchased

10/27/2014

Dealer's Name and Telephone Number

Joe Ballard Acura (251) 478-7779

Engine:
No. Cylinders

6 cylinders

Fuel Type:

Premium
Unleaded

Original Owner

☒

Dealer's City Mobile

STATE

AL

ZIP Code

36606

Transmission Type

Automatic

☒ Antilock Brakes☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

07-JUN-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 020000 SUSPENSION

Precision all-wheel steering

Failure Mileage
63000.0

Failure Speed

approx 35 mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1 9ABC036)

☐ Original Requirement
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

The contact owns a 2015 Acura RLX. The contact stated while switching lanes to the left, the vehicle started fishtailing. The vehicle was taken to the dealer however, the mechanic was unable to determine the cause of the failure. The contact stated the failure recurred and the vehicle was taken to the dealer a second time. The contact was informed that the RTC actuators needed to be replaced. The vehicle was not repaired. The manufacturer was contacted and stated that the vehicle could not be repaired under Technical Service Bulletin: 13-041 because the vehicle was over the mileage. The failure mileage was 63,000.

This vehicle was repaired on 7/28/2022 at the cost of \$4821.79. Please see attached case numbers and repair bill. Also, documents to Acura Client Relations.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.